

**AREA MANAGEMENT EVALUATION
SUPERVISION AND TRAINING**

CHP 453G (Rev. 5-06) OPI 009

AREA Red Bluff	DIVISION Northern	NUMBER Chapter 7
EVALUATED BY Lt. Harry N. Linschoten		DATE 04/13/2010

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 04/13/2010
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW Harry N. Linschoten <i>HL</i>
		DATE 04/13/2010
1. GENERAL		EVALUATED Yes
		ACTION REQUIRED No
		CORRECTED N/A

- a. Does the Area work force consist of employees, supervisors and managers who support the principles addressed in GO 0.8, Professional Values? ☒ Yes ☐ No
- (1) Are the employees capable of performing and maintaining essential services to the public? ☒ Yes ☐ No
- (2) Are upward mobility and career development programs and training available to interested employees? ☒ Yes ☐ No
- b. Do supervisors at all levels assume responsibility for the development and training of their employees? ☒ Yes ☐ No
- (1) Do supervisors review and assess specific training needs with employees annually? ☒ Yes ☐ No
- (a) Is this review done in conformance with the departmental Out-Service Training Plan? ☒ Yes ☐ No
- c. Do employees assist in their training assessment by helping supervisors identify their strengths and weaknesses? ☒ Yes ☐ No
- (1) Do employees seek information on training opportunities to improve their job performance? ☒ Yes ☐ No
- (2) Do employees initiate their own career development plan? ☒ Yes ☐ No
- (3) Do employees utilize the knowledge, skills, and abilities they have acquired through training? ☒ Yes ☐ No

2. LIEUTENANTS (OTHER THAN COMMANDERS)	EVALUATED No	ACTION REQUIRED No	CORRECTED N/A
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- a. What are the commander's plans for developing Area lieutenants? Red Bluff Area is a Lieutenant Command.

- (1) Are the plans in writing? ☐ Yes ☐ No
- (2) Is there meaningful guidance, direction, and assistance provided to lieutenants in the formulation of their individual career development plans? ☐ Yes ☐ No
- (3) Does the commander work with the lieutenants to structure a development plan that provides job experience that will contribute most to the accomplishment of both the lieutenant's career goals and those of the Department? ☐ Yes ☐ No
- (a) Do the lieutenants have a career development plan based on their assessment center follow-up reports? ☐ Yes ☐ No
- (b) Does the commander use the lieutenant's career development plan to structure needed training and make meaningful comments on annual performance reports? ☐ Yes ☐ No
- (5) Are lieutenants encouraged to participate in self-initiating activities such as continuing college-level education, public speaking training (e.g., Toastmasters), professional and community organization affiliation, etc.? ☐ Yes ☐ No

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(6) Do lieutenants' annual evaluations contain comments on their managerial potential and their desires on upward mobility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(a) How does the commander train the lieutenants for command responsibility?		
(b) Are the lieutenants submitting completed staff work?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Are the lieutenants involved in coordination with other agencies in the criminal justice system?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(d) Are the lieutenants participating in Headquarters career development assignments?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b. Are lieutenants given freedom to manage their respective operations?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Are the lieutenants effective supervisors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are the lieutenants developing managerial skills in subordinate supervisors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are the lieutenants well-organized in their work?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they maintain files to assist in evaluations?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Do they plan and make effective use of time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Do they work closely with subordinates?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(d) Do they foresee problems and plan for them?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(e) Do they have an "open door" policy that does not circumvent the sergeant's authority?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. SERGEANTS	EVALUATED Yes	ACTION REQUIRED No
a. Is the sergeant's role as an essential member of the command's management team well-defined and understood?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does Area use the sergeant as part of the management team and ensure all have a good understanding of and agree on priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do the sergeants maximize their on-the-road field supervision time?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Do the sergeants properly apply management philosophies and supervisory skills?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Do the sergeants promote a positive environment conducive to counseling and motivating subordinates?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Do the sergeants assist in the development of their subordinates?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) After officers with supervisory potential are identified, what is done to develop that potential? See narrative.		
(3) Are the sergeants able to direct the activities of subordinates to accomplish Area and departmental goals?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do the sergeants' actions show a willingness to become involved?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Do the sergeants know when to act, when to delegate, and when to refer to a superior?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are sergeants available at the beginning and at the end of shift in the office, and in the field during shift?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) If on an alternate workweek, are the sergeants able to provide adequate supervisory coverage?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) Is there an established system for sergeants' ride-alongs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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(a) Are sergeants conducting ride-alongs as required?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(b) How are ride-alongs documented? See attached.		
(6) Is there a written order addressing supervisory observation of court testimony and the courtroom demeanor of officers?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(a) How is courtroom observation documented? See attached narrative.		
(b) Has courtroom procedures/testimony training been provided for officers?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(7) What policy does Area have for review of reports? See attached.		
(a) How often do sergeants review and, if necessary, discuss reports with officers? See attached.		
(b) If special duty officers review reports, are deficient and/or superior reports brought to the attention of the supervisors?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(c) Do supervisors utilize matrix reports as well as hands-on inspection of documents?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(8) Do sergeants respond to incidents involving damage to state equipment or injury to personnel?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(a) Do they assist with felony arrests or respond to physical arrest incidents?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(b) Do they respond to specific types of accidents? (If yes, specify.)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
See attached narrative.		
(c) What role do sergeants assume at accident scenes? See attached narrative.		
(d) Are sergeants aware of MAIT call-out criteria?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(e) How many times has a sergeant been "called-out" to an accident in the past year? See attached.		
(9) Are daily briefings held for each shift?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(a) Are briefings interesting and meaningful, with the supervisor in control?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(b) How are briefing items and attendance documented and filed for future reference? See attached.		
(c) How are special duty officers briefed? See attached narrative.		
(10) What methods do sergeants use to plan their goals for the month (e.g., planning calendar)? See attached.		
(11) Do sergeants participate in Public Affairs activities?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Have they received public speaking training from their commander?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(12) Do newly promoted or transferred sergeants receive proper orientation?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(13) Do the sergeants have a good working knowledge of policies and procedures affecting their assignment?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

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(a) How do sergeants keep current on additions or revisions to policy? See attached.

(b) Are the sergeants knowledgeable about current topics such as collective bargaining, affirmative action, civil liability, etc.?

☒ Yes ☐ No

(c) Do the sergeants expedite training/briefing of recent changes for subordinates?

☒ Yes ☐ No

4. OFFICERS

EVALUATED
Yes

ACTION REQUIRED
No

CORRECTED
N/A

a. Does Area have a formal orientation training program?

☒ Yes ☐ No

(1) Does a supervisor oversee this program?

☒ Yes ☐ No

(2) Are departmental guidelines followed for field orientation training?

☒ Yes ☐ No

(3) Are Area field training officers (FTOs) departmentally qualified?

☒ Yes ☐ No

b. Did Area adequately identify their needs when planning their training program?

☒ Yes ☐ No

(1) Has an effective training program plan been developed?

☒ Yes ☐ No

(a) Does it reflect both current and future needs?

☒ Yes ☐ No

(b) Is training scheduled far enough ahead to assure continuity, yet flexible enough for changing needs?

☒ Yes ☐ No

(c) Are plans regularly updated?

☒ Yes ☐ No

(2) Who is responsible for training? See attached.

(a) Is this person effective?

☒ Yes ☐ No

(b) Are guest speakers and other instructors regularly scheduled?

☒ Yes ☐ No

(c) Are critiques used to ensure only the best presentations are scheduled?

☒ Yes ☐ No

(d) How does Area identify personnel whose expertise may qualify them as an instructor? See attached.

(3) What methods are used by Area to establish training needs? See attached.

(a) Do training topics appear relevant?

☒ Yes ☐ No

(b) Are training results objectively evaluated on a regular basis?

☒ Yes ☐ No

c. Who is responsible for specialized training with the Area? See attached.

(1) Are all officers proficient with cameras?

☒ Yes ☐ No

(a) If not, are enough trained to meet operational needs?

☒ Yes ☐ No

(b) Is refresher training provided periodically?

☒ Yes ☐ No

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(c) Who reviews photographs when they are returned? See attached.

(d) Is a specific individual responsible for camera maintenance?

☒ Yes ☐ No

(2) Is one specific person responsible for Defensive Driver Training?

☒ Yes ☐ No

(a) Has Area complied with driver training requirements outlined in HPM 10.6, Occupational Safety Manual?

☒ Yes ☐ No

(3) Are there any special needs in the Area?

☐ Yes ☒ No

(a) If so, has any special training been provided in those areas?

☐ Yes ☐ No

(4) Are all officers currently certified in CPR?

☒ Yes ☐ No

(a) Is annual training conducted on schedule?

☒ Yes ☐ No

d. Is one specific person responsible for training records?

☒ Yes ☐ No

(1) Is a training chart utilized to record all training conducted in the Area?

☐ Yes ☒ No

(2) If a training chart is not used, what type of system is utilized by the Area? ETRS.

(3) Are In-Service training records complete and current?

☒ Yes ☐ No

(a) Have officers new to the Area been added to the records?

☒ Yes ☐ No

(4) Are records of individual officers current?

☒ Yes ☐ No**5. NONUNIFORMED**EVALUATED
YesACTION REQUIRED
NoCORRECTED
N/A

a. What special training has been planned for nonuniformed employees? See attached.

b. Is there a planned orientation for new employees?

☒ Yes ☐ No

(1) Is the departmental orientation guide for new employees being utilized?

☒ Yes ☐ No

(2) Have new employees reviewed the video, "Spirit of Excellence"?

☒ Yes ☐ No**6. EVALUATION PROCESS**EVALUATED
YesACTION REQUIRED
NoCORRECTED
N/A

a. What methods are utilized to assure sergeants have sufficient supervision time with the officers they evaluate? See attached.

(1) Are evaluation assignments equitable?

☒ Yes ☐ No

(2) Are evaluations done on schedule?

☒ Yes ☐ No

(3) How do lieutenants record their observations of the sergeants' critical task performance? See attached.

b. What records do the supervisors keep on the employees they supervise? See attached.

(1) Are significant matters recorded and filed regularly to provide a basis for evaluations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do records have a good balance of positive and negative comments?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Do all documents and comments comply with the Peace Officers' Bill of Rights?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Do <u>all</u> supervisors contribute to the records?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are similar records kept of supervisor's efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Are evaluations realistic, objective, and meaningful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Are evaluations consistent in the rating process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Is there continuous and thorough documenting of performance at all command levels?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Do employees feel their evaluations assist them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are comments in the evaluation in keeping with their overall importance? Yes.		
(5) Is the performance objective monitored, with proper recognition given?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Does the Area have a procedure to test the effectiveness of evaluations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Is the commander satisfied with the Area's evaluation process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) Does the commander have a clear understanding of his/her role in the performance appraisal process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

7. INTERIM REPORTS

	EVALUATED Yes	ACTION REQUIRED No	CORRECTED N/A
a. Are interim reports utilized as appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Do supervisors understand the procedures for issuing them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Were all other appropriate supervisory techniques used without positive results prior to implementing interim reporting?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
b. Are interim reports periodically updated and discussed with the employee?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Do interim reports discuss the problem(s) in specifics and establish performance objectives?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Are definite methods outlined to achieve satisfactory performance?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Are controls and follow-up present?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Is the plan of action fully discussed with the employee?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(5) If satisfactory performance is not achieved within the specified time frames, is further corrective action taken?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

8. INCIDENT REPORTS (CHP 2)

	EVALUATED Yes	ACTION REQUIRED No	CORRECTED N/A
a. Are local controls over CHP 2s reasonable?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Who can issue them? Sergeants and commander.			
(2) How are they filed? Locally with copies distributed as required (Division).			

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(3) Are they available for supervisor's review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Who assures a proper relationship in the recognition of commendable and censurable incidents?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Are incident reports properly worded?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Do they state the subject in plain, concise language?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) When appropriate, do they set goals and provide meaningful direction?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Do they accomplish their purpose?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Does the Area have an alternative way to document good work and minor deviations supplemental to the incident report?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

9. ATTITUDES AND DISCIPLINE	EVALUATED Yes	ACTION REQUIRED No	CORRECTED N/A
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a. How do employees really feel about their work, their supervisors, the role of traffic enforcement, etc.? See attached.

(1) Do officers feel their work is a valuable contribution to the departmental operation?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are there frustrations in their work?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(a) How can these frustrations be reduced?		

(3) Are employees familiar with recent changes in policy or procedure?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Do the nonuniformed employees feel they are allowed to participate in Area functions equally with the uniformed employees?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) Do all employees get along well?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Are there problem individuals?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(a) Are supervisors aware of these individuals, and are they taking steps to change their behavior?		
b. Is there a positive motivation force present in the squad?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is a climate created so that individuals <u>want</u> to do a good job?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Are the grievance and complaint procedures understood by all supervisors and employees?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) How do supervisors feel about the procedures? See attached.		

(2) If there has been a recent case filed, was it handled successfully? <i>N/A</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(a) If no, did it properly proceed to the next appropriate level?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are all grievances and complaints relating to contract interpretations retained in the Area in accordance with provisions contained in HPM 9.1, Employee Relations Manual?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

1. GENERAL

1. a.(1) All employees, supervisors and manger of the Red Bluff Area are well experienced and they all actively support the principles addressed in the Statement of Professional Values. All employees actively perform their duties and provide essential services to the public.
1. a. (2) The majority of the employees have not shown an interest in upward mobility. Employees who are fortunate to transfer to Northern California are fairly content to remain in the area and have shown little desire to promote to a higher rank and relocate.
1. b. The Area commander and supervisors continue to encourage those who display potential for being successful in supervisor/management positions to compete in promotional examinations. The Area recently had several officers who were successful in the first phase of the current sergeant promotional examination. All interested personnel both, uniformed and non-uniformed, have upward mobility and career development programs made available to them.
- 1.b.(1) The Commander and supervisors all assume responsibility for the development and training of their respective employees. Supervisors assess specific training needs with employees during their annual evaluation process (CHP118). Additionally, the Training Sergeant provides briefing items and monitors specialized training on an on-going basis.
- 1.b.1.(a) The Area Standard Operating Procedures (S.O.P.) discusses the responsibilities of the Training Sergeant. The Training Sergeant assesses the training needs of the Area employees. Selection of employees to receive specialized training is generally completed with input from all supervisors and commander. Departmental Out-Service training is also utilized, but is usually limited to job required training due to budgetary concerns.

- 1.c. If employees are interested in specialized training they make their requests known to a shift sergeant. The Area utilizes those employees with specialized training assignments based on their skills and abilities.

Employees utilize their knowledge, skills and abilities acquired through training in order to effectively perform their job responsibilities and in doing so have created a more knowledgeable work force.

2. LIEUTENANTS (OTHER THAN COMMANDERS)

N/A

3. SERGEANTS

- 3.a. The Area Sergeants' role as essential members of the command's management team is well-defined and understood. The sergeant's job description and responsibilities are addressed in the Area S.O.P.
- 3.a.(1) The commander's help is available for those supervisors interested in career development. To identify supervisor's strengths and weaknesses the commander utilizes the annual evaluation process.
- 3.a.(2) Area sergeants understand their role as part of the management team and they have a good understanding of and agree on priorities. They provide input and actively participate in Area planning and problem solving. Sergeants realize the need to maximize their on-the-road field supervision time and make every attempt to fulfill that responsibility. Sergeants properly apply management philosophies and supervisory skills in an effort to promote an environment conducive to counseling and motivating subordinates.
- 3.(3).(a) Officers with supervisory potential are given additional training as OIC's and provided with the Division OIC guide. During the absence of a supervisor they are assigned as an OIC. They are encouraged to participate in a career development plan at the time of their yearly evaluation. The Area also assigned appropriate career development type staff projects to those officers seeking promotional opportunities. IE: Chief's Challenge, Area Management Self Evaluations, and other special projects.
- 3.(3).(b) The Area has polled all officers in the Area to determine which ones wish to function as an OIC. Those interested have been given additional

training and a copy of the Division OIC guide. This training is reviewed and completed on an annual basis.

- 3.(6) Sergeants conduct quarterly ride-alongs with the officers. The ride-alongs are documented on a local form posted in the Sergeants' office, on the officers' 100 form and the sergeants' monthly activity report, CHP 112. This form of documentation is reviewed by the commander.
- 3.(7) The Area SOP provides for supervisory observation of courtroom testimony of officers. When courtroom testimony is observed it is documented on the officers' CHP 100 form. Training in regards to courtroom testimony is provided on an as needed basis.
- 3.(8) The review of reports is accomplished by the Area sergeants, Court Officer, and the Accident Investigation Officer. Supervisors review all arrest reports to ensure all necessary elements of the crime are present. They also check for accuracy, structure and adherence to policy. Deficient reports are returned to the respective officer for changes. Exceptional reports are noted or brought to the attention of a supervisor. Area sergeants and the commander critically review all major injury and fatal collisions and all felony arrest. Supervisors use matrix reports to review various trends and annual evaluations. These reports are also used for research projects.
- 3.(9) Area supervisors respond to all fatal and major injury collisions, as well as significant incidents which dictate the presence of a supervisor, or whenever requested by the officers on scene. Area supervisors and the manager generally respond to all major collisions. Sergeants assume scene management at accident scenes, when appropriate. When not serving as scene manager, the supervisor assists the investigating officer and evaluates the officer's performance. Sergeants also respond to all incidents involving damage to CHP equipment or injury to personnel.

Sergeants are aware of and comply with MAIT call-out criteria as outlined by departmental and Division policy. Each Sergeant is called or "called out" after hours approximately 2 to 3 times per month.

- 3.(10) Daily briefings are held for each shift and conducted by a supervisor or the shift OIC. Briefing items are placed in the briefing book and at the end of each year the book is filed for future reference. Special duty officers are required to attend B-watch briefing whenever workload allows. If unable to

attend then they are to review the briefing book and initial. Shift supervisors and the Area commander actively monitor this requirement.

- 3.(11) Sergeants use the CHP 112, as a way of planning and keeping track of their activity.
- 3.(12) All sergeants are experienced in public affairs activities and participate when appropriate.
- 3.(13) Newly assigned sergeants receive orientation by way of an informational package outlining the Area's operations. An office and field orientation is provided by the commander, incumbent sergeants, and office personnel.
- 3.(14) All sergeants have a good working knowledge of policies and procedures affecting their assignments. Revisions and additions to policy are routed through the supervisors. Sergeants are kept current on collective bargaining, civil liability and other important issues. Necessary changes affecting subordinates are disseminated expeditiously through the briefing process.

4. OFFICERS

- 4.a. Red Bluff Area has a formal orientation training program which is the responsibility of the training sergeant. All guidelines regarding orientation training are followed.
- 4.b. Area has an effective training program which has been set up and is the responsibility of the training sergeant. Area training reflects both current and future needs. Local issues are also addressed as necessary. Guest speakers attend training days as well as officers who possess specialized training skills or expertise. Specialized training is coordinated by the training sergeant.
- 4.b(2) Sergeant Jeff Ross, #12540, is the Area Training Supervisor. Officer Matt Thompson, #15824, is the Area Training Officer. Together they ensure all training needs are met. Officer Thompson and Sergeant Ross ensures all records are inputted into the ETRS in a timely manner.
- 4.c(1) All officers are proficient in the use and operation of cameras. Some officers have a higher level of camera knowledge than others. The Area now uses digital photographs for investigative purposes. The Area

equipment supervisor has developed a revised SOP to meet the new medium.

Officers requesting any assistance in the use of the cameras are provided with the necessary training. The Area special duty officers and the equipment supervisor are responsible for the familiarization and training. Photographs are reviewed by the person taking the photographs as well as the Accident Investigation Review Officer. Any camera maintenance issues are handled by an Area supervisor.

- 4.c.(2) The Area Occ. Safety Supervisor is responsible for providing Defensive Driver Training. Area complies with driver training requirements as outlined in HPM 10.6.
- 4.d.(2) Area utilizes the ETRS to track, and document all mandated and selective training for its employees. The training officer ensures all training records are kept current.

5. NON-UNIFORMED

- 5.a Training is provided to non-uniform as well as uniformed employees.
- 5.b. The Office Supervisor provides training and orientation for new employees as needed. She utilizes the Departmental Orientation Guide for new employees and they have all viewed the video "Spirit of Excellence."

6. EVALUATION PROCESS

The Red Bluff Area utilizes departmental evaluation guidelines as contained in HPM 10.10. The Area commander and sergeants have agreed upon acceptable levels of activity for employees and have conveyed these expectations to them. The employee's total activity/performance is assessed when preparing annual performance evaluations. Input from the sergeants is received for each employee prior to completing their performance evaluation. Performance evaluation assignments are equitable and evaluations are done on schedule. The commander monitors the progress of evaluations and their due dates. The commander records observations of the sergeants' critical task performance on their CHP 112's - Management Summary. The Area commander closely monitors the annual performance evaluation process and all evaluations are current.

7. INTERIM REPORTS

Interim reports are utilized as appropriate and supervisors understand the procedure for issuing them. Presently, there is no one in the Area on Interim Reporting. Supervisors understand, however, the method of defining and providing performance objectives in order to achieve satisfactory performance.

8. INCIDENT REPORTS (CHP 2)

- 8a. There are no written policies for the issuance of commendable or censurable incident reports. As a team, both the Area commander and supervisors make recommendations for the issuance of incident reports. Incident reports will be discussed and reviewed by all levels prior to issuance. All censurable incidents are required to have a plan of action to help preclude a recurrence by the employee.
- 8.b Incident Reports are written in plain, concise language and accomplish their purpose. When necessary they set goals and provide meaningful direction.
- 8.c Area uses the CHP 100 Form, *Monthly Activity Report*, to document good work and minor deviations that do not rise to the level of an incident report.

9. ATTITUDES AND DISCIPLINE

- 9.a. It is the Area management/supervisor staff's expectations that all employees give twelve hours work for twelve hours pay. The attitude and morale within the Area squad is very good. The employees feel good about their work, their supervisors, their role of public service and traffic enforcement.

All Area employees work towards making valuable contributions in an effort to enhance the Department's overall operation and mission. All employees appear to get along well. This includes non-uniform personnel as well. Additionally, many officers and office personnel participate together in numerous Area social functions.

- 9.c Currently, there are no grievances or complaints pending within the Red Bluff Area.

COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Command: Red Bluff Area	Division: Northern	Chapter: 7
Inspected by: Lt. H. Linschoten, #10934		Date: April 13, 2010

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INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 4 hours	<input type="checkbox"/> Corrective Action Plan Included <input checked="" type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Northern Division Due Date: May 1, 2010		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

Red Bluff Area is in compliance with procedures and policies relating to HPG 22.1, Chapter 7.

Commander's Response: <input checked="" type="checkbox"/> Concur or <input type="checkbox"/> Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)
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None.

COMMAND INSPECTION PROGRAM
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Command: Red Bluff Area	Division: Northern	Chapter: 7
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Required Action
Corrective Action Plan/Timeline

None issued.

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE April 13, 2010
	INSPECTOR'S SIGNATURE 	DATE April 13, 2010
<input type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 4/19/10